



## How do I log in to SATERN for the first time?

### For Civil Servants:

#### ➤ How will I get my SATERN User Name and Password?

SATERN Accounts for NASA Civil Servants are automatically created. **New NASA Civil Service Employees** will receive an e-mail notification with login instructions from the SATERN Help Desk within three weeks of arrival. After three weeks if you have not received an e-mail, please call the SATERN Help Desk at 1-877-677-2123 or send an e-mail request to [nasa-satern.support@nasa.gov](mailto:nasa-satern.support@nasa.gov) to receive your SATERN login information.

If you are a **Current NASA Civil Service Employee** and do not have your login information, contact the SATERN Help Desk at 1-877-677-2123 or [nasa-satern.support@nasa.gov](mailto:nasa-satern.support@nasa.gov).

### For Contractors and other Non-NASA Employees:

#### ➤ What is my SATERN User Name and Password?

New Non-NASA Civil Service Employees (e.g. Contractors, Non-NASA Civil Servants, and Military Personnel), please follow the steps listed below to request a new account in SATERN. Note: This form is for **new** users only. If you have used SATERN before, contact the Help Desk for your ID and password.

### Here's what to do

**STEP 1:** From the SATERN Login page <https://satern.nasa.gov>, click on the **request a new account** link to register for a **new SATERN** account.

**New Contractors, Non-NASA Civil Servants, and Military Personnel Only**  
To obtain a SATERN account, visit [request a new account](#).

**STEP 2:** Fill in the form completing **all required fields** marked with an \* then, click on **SUBMIT**. You will be contacted via e-mail when your SATERN account has been activated.

**New Contractor Account Form**

This form is for new contractors, non-NASA civil servants, and military personnel only.

You will be contacted via e-mail when your SATERN account has been activated.

If you need assistance, contact the SATERN Help Desk at 877-NSSC-123 (877-677-2123) or send an email to [nasa-satern.support@nasa.gov](mailto:nasa-satern.support@nasa.gov).

**Directions:**  
Complete the fields in the form below. Fields marked with \* are required.

**UUPIC:** Follow the link below to look up your UUPIC.

**E-mail Address:** Enter your One-NASA e-mail address (preferred) or a work e-mail.

**NASA POC Name:** The NASA Point of Contact (POC) provided must be a NASA Civil Servant. NASA POC is required ONLY if your email address is Non-NASA (XXX@NASA.gov) NASA POC is required ONLY if your email address is Non-NASA (xxx@NASA.gov)

**Create New Account**

\* Learner ID: 81959  
UUPIC:  [Locate Your UUPIC](#)

Telephone:

\* First Name:

\* Last Name:

Middle Initial:

\* Email Address:

\* Your Center Location:

\* NASA POC Name:

\* POC Email Address:

\* POC Phone Number:

Country:  Please choose a country